

CBTAP Business Profile

Agency Y

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| Agency Mission: | To honor the public trust, ensure the public's safety and foster a fair and efficient regulatory environment. |
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CBTAP Business Profile

Agency Y
Division of Licensing

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| Agency Mission: | To honor the public trust, ensure the public's safety and foster a fair and efficient regulatory environment. |
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| Agency Notes: | Agency Y is the state's umbrella occupational regulatory agency, responsible for the regulation of 15 occupations and industries. |
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Licensing Unit

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| Business Unit Notes: | The Licensing Unit consists of 60 staff in three office locations. This staff handles the licensing of 5 different industries. |
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CBTAP Business Profile

Agency Y
Division of Licensing

Licensing Unit

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| Business Function: | Industrial Kitchen Licensing |
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Business Function Description

Responsible for licensing and compliance of industrial kitchens. This includes both public and private institutions. Compliance in meeting all state codes and regulations is checked quarterly. The licensing is an annual process.

Business Function Criticality

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| Maximum Acceptable Outage: | 49-72 hours (essential) |
| Critical Peak Periods: | Quarterly, Annually |
| Critical Peak Days: | None |
| Critical Peak Months: | January, February, May, August, November |

Direct Impacts

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| Daily Financial Impact: | \$100,000 - \$499,999 |
| Affected Employees: | 60 |
| Affected Constituents: | 1,500 |
| Affected Organizations: | 23 |

Affected Groups

Groups affected include; employees of Agency Y, constituents including all organizations (public and private) running industrial kitchens in the State of Nevada and third party vendors that are used by Agency Y to help license constituent groups. It is important to note that the constituent groups include public and private schools, and organizations that provide meals for the elderly and disabled.

Service Impact

If an organization becomes non-compliant, their kitchen will be closed and services will be discontinued. In the case of public organizations, this will mean lack of essential food for those who need it the most (young children, elderly and disabled). For private organizations, this will mean loss of revenue.

Business Continuity Plan

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| Documented manual process for this function? | Yes | Date last tested: | 06/04/2004 |
| Business Continuity Plan for this function? | No | Date last tested: | |

Business Function Notes

The manual process consists of working with paper copies of licenses and compliance violations. This does work but is quite labor intensive and slows the process down by 50%. The agency would have to double the staff to take on the current load using the manual process.

CBTAP Business Profile

Agency Y
Division of Licensing

Licensing Unit

| Business Function: | Violations Reporting |
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Business Function Description

Responsible for gathering and researching reports of licensing and compliance violations.
Responsible for following-up on violation reports with inspections.

Business Function Criticality

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|----------------------------|------------------------------|
| Maximum Acceptable Outage: | 97 hours or more (necessary) |
| Critical Peak Periods: | None |
| Critical Peak Days: | Daily |
| Critical Peak Months: | None |

Direct Impacts

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|-------------------------|---------------------|
| Daily Financial Impact: | Less than \$100,000 |
| Affected Employees: | 4 |
| Affected Constituents: | 1,500 |
| Affected Organizations: | 23 |

Affected Groups

Four of the 60 staff in the Licensing Unit handles the reports of licensing and compliance violations. The 1500 constituents and 23 organizations that are operating Industrial Kitchens.

Service Impact

There would be no mechanism for insuring continued compliance with the rules and regulations for industrial kitchens. The quality of the food prepared could be affected. This could affect the health of the constituents.

Business Continuity Plan

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|--|----|-------------------|
| Documented manual process for this function? | No | Date last tested: |
| Business Continuity Plan for this function? | No | Date last tested: |

Business Function Notes

We used to have a manual process for gathering violations but this is all now handled through our online system. We no longer have the old paper forms. The online system has been in place since 1999.